

Staff rewarded for smart ideas



Left to right: Alan Becken; Marie Guyver; Mathew Floyd; Harry Ellison, General Manager NSW; Jeremy Munday; Katalin Koudrin; Steven Pollicina; Ben Pooley.

Smart ideas on ways to improve quality at GB have seen 17 staff members share cash prizes as part of GB's annual Quality Recognition Day.

The day, which this year was themed Going Green with Quality, is celebrated at all GB branches around the globe. This is the third time Australia has participated.

The winners were members of three teams that submitted quality improvement suggestions (QIS) throughout the year.

A QIS is a document outlining and defining a problem with a work process or an idea for a work-related improvement. Submitting a QIS means staff can be rewarded for improving GB's business practices.

Aidan Brophy, in Melbourne, chairs GB's quality committee, which organised the day's celebrations.

The committee received 22 QISs over the year and submitted eight to GB's head office in Itasca, Illinois, where the judging occurred.

Alan Becken, Ben Pooley, Katalin Koudrin, Mathew Floyd, Marie Guyver, Jeremy Munday and Steven Pollicina shared \$US4,000 for developing a case management model that focused on quality case management for long-term injured workers.

Matt Cavallaro, Fiona Geoghegan, Graeme Munro and Stacey Williams also shared \$US4,000 for developing a competency-based framework that provides structure to salary reviews,

training and career progression for case management staff.

A \$US1,000 prize went to Andrea Kanserski, Stacey Williams, Bernadette Arvidson, Lisa Scanes, Peter Diskin, Megan Newsham and Shaun Meehan who came up with a consistent measure of customer complaint management incorporating reporting, resolution and staff training solutions.

Quality Recognition Day's activities included green quizzes and team celebrations. The day was preceded by fund raising for cancer councils in each state and campaigns to increase awareness of cancer risk factors.

GB uses the QIS process to ensure staff input into resolving business difficulties. Aidan said management teams encouraged staff to submit QISs for all difficulties they encountered in performing their work right the first time, every time.

"Staff should not feel that submitting a QIS is complaining, it's communication," he said.

Season's Greetings

The team at Gallagher Bassett wishes all our valued clients and business partners the best wishes for the festive season.

We hope you will spend the time with family and friends and, most importantly, stay safe.

GB has enjoyed working with you in 2009 and we look forward to another exciting, prosperous and enjoyable year in 2010.

Jon Winsbury
Managing Director
Gallagher Bassett

2

Business ethics echo family values



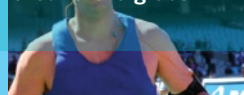
4

GB's NSW contract renewed



5

GB teams step around the globe



7

High Court to determine publican's duty of care



Business ethics echo family values



Tom Tropp enjoying some Australian fauna during time off from his presentations to GB staff.



by Paul Easter
Ethics Officer

Some sceptics see business ethics as a contradiction in terms.

However GB in Australia is taking steps to prevent unethical behaviour. If any form of unethical behaviour or 'shying away' from social responsibility is identified, it is deemed totally unacceptable and dealt with appropriately.

Ethics involve behaviour and actions relative to what is right and what is wrong.

Business ethics are about the moral nature of behaviour within organisations. At GB, business ethics and social responsibility go hand in hand. How we behave as individuals, coupled with GB's social responsibilities as an organisation, result in how the company is seen from a business ethics perspective.

Tom Tropp, from GB's US headquarters, on a visit down under, reminded GB employees of the close link between personal values and ethics and the potential for conflict between company values and our own.

Many factors influence our personal ethics and values, including family, work colleagues and daily life experiences.

Tom asked employees what they valued most and, almost unanimously, the response was family. When asked what they enjoyed most about their work environment, people mentioned those with whom they work every day. This relates easily to GB's business ethics. We manage claims. Frequently they are workers' compensation claims involving injured workers.

Usually an injured worker wants to get back to work so they can earn a living to keep their family fed and housed. It is the most basic human need, to provide for our families.

So our top value is 'family first' and ethics is about what's right and what's wrong. What happens when the two clash and you are stuck in the middle and expected to make a decision?

Let me share a personal experience which highlights the dilemma. For many years, I was a detective. My colleagues and I interviewed many people suspected of having committed offences.

Many offenders had stolen to feed their families. As detectives, it was not our role to judge. We were there to ascertain the facts, charge the offender and present the facts to a court for judgement.

We could feel the heartbreak, but there in lies the conflict. What are your personal values and what is right or wrong?

Stealing to feed your family is illegal, but is it unethical given what a parent holds as their ultimate value?

Everyone faces situations involving ethics and values all the time. What about employees who take home a few pens and pads for their kids' private use? What about employees who 'pull a sickie' when they are perfectly healthy?

How we deal with these seemingly minor issues tells us a lot about who we are, not only as individuals, but as an organisation.

What did the detectives do? What they were paid to do - investigate and report the facts. I can't say it was always a good feeling but we did what is right and legally correct.

At GB, employees have many people they can talk to for advice and assistance.

Everyone at GB has the power to make the organisation a leader in business ethics and social responsibility.

Acting ethically is not a matter of choice, it is a personal and organisational norm which GB expects of employees and, in return, employees expect from the organisation.

Employees are driving business ethics and social responsibility - GB simply supplies the framework for them to do so.

Business urged to focus on young worker safety



WorkCover NSW has urged businesses across the state to think about the safety of young workers.

Throughout October, WorkCover NSW promoted a Safe Work Month program of activities to focus attention on workplace safety.

Acting WorkCover CEO Rob Thomson said young workers aged under 25 had a higher risk of being injured on the job than older workers.

“Young workers are often at a higher risk of injury because of their age and inexperience or a reluctance to speak up about safety concerns,” he said.

“About 13% of all employment injuries and occupational diseases in NSW occur among the state’s 562,000 young workers and each day 15 young workers are injured at work.

“Although in 2007-08 there was a decrease in workplace injuries on the previous year, there were still 5,600 compensation claims lodged by young workers,” Mr Thomson said.

Manual handling injuries were the most common among young workers and accounted for 13% of all injuries in that age group in 2007-08.

“Employers should ensure young workers have sufficient support to undertake their work safely, with particular attention paid to high-risk areas, such as working at heights, using electrical equipment, plant and machinery and working with chemicals and dangerous goods.” Mr Thomson said employers, in consultation with their workers, should:

- provide adequate training and supervision in all tasks,
- provide comprehensive inductions,
- identify safety risks and put in place procedures to reduce and control the risks, and
- encourage open communication about safety issues.

Young workers also have a responsibility to conduct their work safely and should:

- follow all safety procedures and ask questions if uncertain,
- report any risks and hazards to a supervisor or colleague,
- use safety equipment and protective clothing if needed, and
- find out how to report an injury.

For more information on young worker safety, including free guidance material, visit the WorkCover website, www.workcover.nsw.gov.au.

Ethics part of GB’s culture

GB’s ethics committee members provide a safe haven for employees who want to discuss ethical issues.

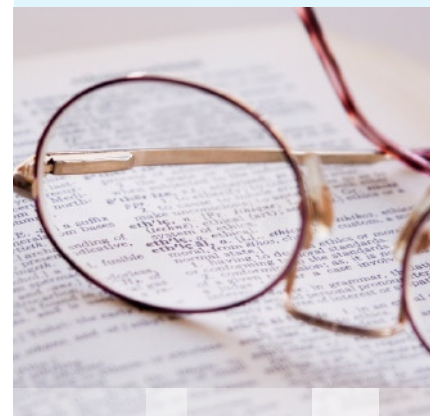
The company has carefully selected people with whom employees can discuss ethical issues and they form an ethics committee that reports to Paul Easter, as Ethics Officer.

“They needed to be people who could be trusted and who others had confidence in,” he said. Ethics committee members are not required to report up the management stream and people who discuss issues with them are assured of confidentiality and, where requested, anonymity.

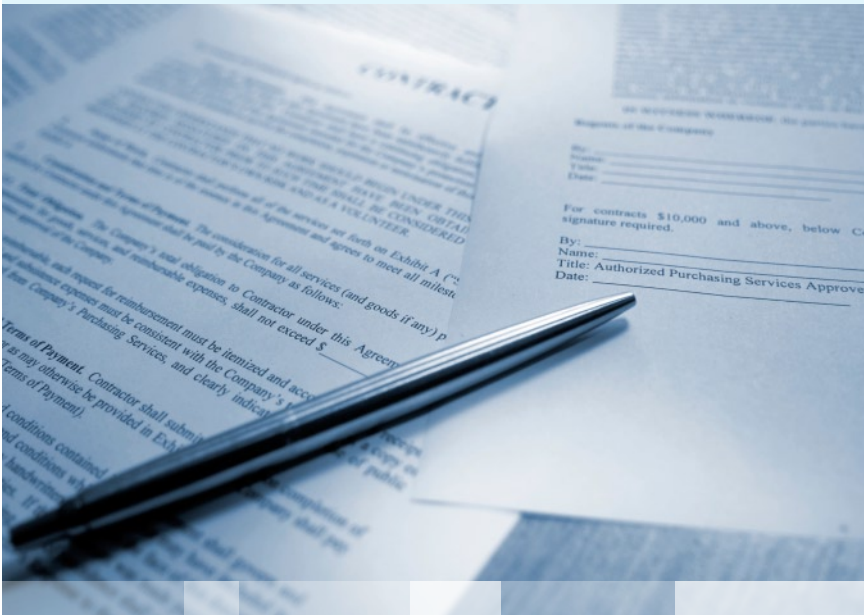
Paul said about 90% of issues raised resulted from a lack of understanding, rather than true ethical dilemmas.

However, all staff had been trained to know what sort of issues to report and to whom. All staff have been made aware of whistleblower protection legislation.

Paul said GB’s commitment to business ethics and social responsibility had allowed the company to develop better ways to do business and was valuable in recruitment and retention. “Companies are now being valued on their culture and ethics,” he said.



GB's NSW contract renewed



GB's NSW WorkCover contract has been renewed for another five years.

WorkCover NSW Acting CEO Rob Thomson said all seven existing workers' compensation Scheme Agents would continue to operate in the Scheme for the next five years.

"Agents operating in the NSW Scheme provide workers' compensation claims and policy services to employers and injured workers across the state," Mr Thomson said.

The new contracts start on January 1, 2010, and build on existing performance-based contracts that have been in place since January 2006.

Mr Thompson said the new contracts more closely aligned Agent remuneration with performance in key areas.

About 10% of policies and open claims in the WorkCover Scheme would move between Agents during 2010.

"The distribution of policies and claims is designed to more closely align market distribution with Agent service capacities, improving service delivery to injured workers and employers," Mr Thomson said.

Once the transfer is complete at the end of 2010, GB will have an 8.2% policy market share and 6.1% of the claims market, a slight increase from 2009.

"The new contracts will increase stability in the NSW workers' compensation market, encouraging Agents and other service providers to improve performance," Mr Thomson said.

WorkCover NSW has developed a Corporate Plan to guide the organisation through to 2011.

The 2008-09 Annual Report will measure the organisation's progress against the plan's key outcomes, strategies, performance measures and priorities in the areas of:

- preventing workplace injury and illness,
- building a financially and socially responsible workers' compensation system,
- engaging with stakeholders to improve occupational health and safety and workers' compensation outcomes, and
- building organisational capability through people and systems.

GB offers Claims Management and OHS training sessions

Gallagher Bassett will continue to assist clients to manage their workers' compensation and occupational health and safety needs in 2010.

To ensure clients are well informed on those topics, GB offers a comprehensive range of training sessions.

The following is a sample of forthcoming courses in Melbourne, Sydney and Brisbane in early 2010. For a full list of courses and details on how to register, please access the training calendar on the website or call a GB office for a hard copy. For web access, go to www.gallagherbassett.com.au, click on Solutions/Workers' Compensation/Statutory Schemes/Training – the training calendar is on the right-hand side of the screen.

Victoria:

Role of a RTW Coordinator

11 and 18 Feb - Melbourne City

Basic Claims Management

25 Feb - Box Hill

Manual Handling

25 Feb - Box Hill

OHS for the Office

11 March - Melbourne City

Advanced Claims Management

11 March - Melbourne City

Qld Scheme Training

17 March - Melbourne City

Introduction to Legislation

20 April - Melbourne City

New South Wales:

Ergonomics in the Workplace

10 March - North Sydney

Role of a RTW Coordinator

16 and 17 March - North Sydney

(WorkCover accredited)

Basic Claims Management

23 March - North Sydney

OHS Consultation

12, 13, 19 and 20 April – North Sydney

(WorkCover NSW accredited)

Vic Claims Management and RTW Coordinator Training

28 April - North Sydney (WorkCover accredited)

Managing Occupational Stress in the Workplace

20 April - North Sydney

Queensland:

NSW Claims Management and Return to Work Coordinator Training

20 April - Brisbane

Vic Claims Management and Return to Work Coordinator Training

13 April - Brisbane

GB teams step around the globe



Stuart McBeath completing Melbourne Marathon.

Participating in an annual fitness program, the Global Corporate Challenge, has inspired one GB staffer to step up to the challenge of running a marathon.

Victorian Remuneration Analyst, Stuart McBeath, was a self-confessed couch potato before he began participating in a GB team in the Global Corporate Challenge (GCC) four years ago.

This year he ran the Melbourne Marathon in four hours, 17 minutes – a time he says he will better in 2010.

His co-worker Peter Smart, GB's National Risk Analyst, was the motivator for the company's participation in the GCC, after hearing about it from a neighbour.

The GCC is a 125-day health and wellbeing program that encourages employees to be more active. Competing in teams of seven, participants wear pedometers to count their steps and log the results daily on the GCC website.

The site adds individuals' step counts

to the team total and converts it to kilometres, plotting the teams' progress in a virtual tour of the world.

Team members support, encourage and motivate each other to go further.

Stuart progressed from an average of 12,800 steps a day in 2006 to average 22,088 in this year's GCC – more than 2.7 million over the 125 days.

From getting off the train a few stops earlier and walking to work and being diligent about taking his Jack Russell terrier, Murphy, for a walk every night, Stuart progressed to solid training, jogging up to 10km, five days a week.

Seeing three fellow GB employees run a marathon last year was inspiration to encourage Stuart to emulate them.

"It was a big achievement personally; something I'd not thought was within my capabilities," he said.

Stuart sees benefits in his work life through being fitter and healthier. "I feel calmer; the stress levels are a lot lower."

Peter, too, says increased fitness makes you feel "more alive" and "stimulates your mind more".

Over the four years GB has participated in the GCC, 21 teams have taken part, including four in 2009. This year's GB participants walked a total of 44,287,587 steps. GB's most successful team walked a total of 14,515,005 steps and was 227th of more than 8,000 teams.

There is no doubt Peter and Stuart will be back in step for the 2010 GCC. "It creates a positive vibe in the office, gets people more mobile and creates goals," Peter said.

It is also a positive step in achieving GB's value – "our people are our strength".

Three GB winners at Victorian Agent Awards



Gallagher Bassett had three winners in the 2009 WorkSafe Agent Awards. They were:

- Outstanding New Starter - Bernadette Arvidson (Customer Feedback Co-ordinator)
- Outstanding Contribution by an Individual - Dan Miles (Team Manager - Injury Management and Projects)
- Outstanding Contribution by a Team - the Communications Team and the Victorian Police Team

GB Managing Director, Jon Winsbury, congratulated the winners on their excellent efforts and the other finalists, who were:

- Excellence in Return To Work - Sarah Holmes (Senior Case Manager)
- Excellence in Innovation - Anya Robinson (Branch Manager)
- Excellence in Personal Injury Management - Michael Luong (Injury Management Adviser)

The WorkSafe awards recognise and reward excellence in the workers' compensation industry.

The awards acknowledge the exemplary efforts of Agents' employees in improving the experience of injured workers, employers and service providers.

There were eight award categories, with 22 finalists, seven of which were GB nominees.

GB had more finalists and achieved the most awards of any of the six Agents.

Industry Reference Groups share knowledge

WorkCover NSW has convened a series of Industry Reference Groups (IRGs) to improve occupational health & safety in specific industries.

IRGs consist of:

- employer and worker representatives from industry,
- industry specialists with expertise in occupational health & safety (OHS), injury management and workers' compensation,
- officers from WorkCover, and
- insurance industry representatives.

WorkCover established IRGs in 1999 because employers and workers with first-hand knowledge of their workplaces are in a good position to identify emerging issues and develop effective strategies relevant to their particular industry.

IRGs consist of key industry stakeholders who work with government to develop strategies for improving OHS, injury management and workers' compensation performance. There are currently 13 IRGs operating in NSW.

Their core objectives and strategies are achieved by maintaining and developing alliances and relationships with industry associations and peak unions. The relationships are voluntary and indicate stakeholder commitment to achieving improvements in OHS, workers' compensation and injury management for their industries.

For employers, improvements in OHS, injury management and workers' compensation performance mean lower workers' compensation premiums and improved business performance.

For workers, the improvements mean a healthier, safer working environment and better return-to-work outcomes if an injury occurs.

For specific information about Industry Reference Groups please contact the WorkCover Assistance Service on **13 10 50**.

Partnership sees premiums plummet, despite higher staff numbers



Left to right: Andrea Moffat, GB Client Relationship Manager; Randall Kent, Wesley Mission board member; and the winners, Regene Hitchins and Nick McLoughlin.

Melbourne's Wesley Mission has seen a 20% reduction in workers' compensation premiums over the past three years, despite a 20% increase in staff numbers.

Mike Wetzler, Wesley Mission's OHS Adviser, says musculoskeletal disease and stress-related injuries are key issues for Wesley's 820 employees, because they work with aged and disabled clients and people with "challenging behaviours".

Mr Wetzler credits Wesley's change to GB as its workers' compensation Agent three years ago as a major catalyst in the reduced claims and premiums.

"From day one, GB people have called me, I know all the members of their team, including senior management, and they're more knowledgeable about our claims," he said.

Wesley also enlisted the assistance of injury and claims management consultancy OccCorp, which provides a 24/7 injury reporting hotline and helps Wesley prepare return-to-work (RTW) plans to get injured employees back to work quickly. That avoids them "disengaging from the workforce", says OccCorp General Manager Michael Simpson.

GB Business Account Manager, Damon Casci, said the partnership between Wesley, GB and OccCorp was a big factor in lifting Wesley's injury management performance.

OccCorp Senior Consultant, Jenny Sandells, said safety, incident prevention and risk management were high on the agenda at Wesley and there was a very positive culture within the organisation. "They've embraced early reporting, have good communication and are always

looking for alternatives to assist RTW plans," she said.

Mr Wetzler said Wesley also had implemented proactive initiatives, like an employee wellness program and 'chill out cards', on which employees nominate their preferred workplace "stress busters".

Meetings start with a quick discussion of issues like 'how are you feeling?' and 'what are your goals for the day?' before progressing to the scheduled agenda.

"We can't always stop some of the challenging behaviours of our clients, so this can be a stressful job," Mr Wetzler said. But Wesley has been working with GB's OHS Manager for Victoria, Karlo Milosevic, to identify potential workplace stress generators and implement programs to minimise them.

Mr Wetzler says Wesley, as a non-profit body, has only "a shoe-string budget", so it appreciates any assistance business partners can provide.

This year, for the third time, GB sponsored the safe systems team award at the annual Wesley Mission awards.

Wesley Neurological Support Services won the award for developing an innovative bed that helps Huntington's disease patients. A symptom of the genetic disease is harsh, involuntary movements, which can put carers at risk of injury.

The bed, modelled on very expensive prototypes overseas, includes a sound system that plays heavy-bass music and vibrates, both of which contribute to relaxation and improved muscle tone. "The bed makes life better for the client and safer for the staff," Mr Wetzler said. "It's a form of music therapy."

High Court to determine publican's duty of care



The liability of a publican to an intoxicated patron will be determined in a High Court judgement.

The court has heard an appeal by a hotel owner and the publican against a decision of the Full Court of the Tasmanian Supreme Court. The judgement has been reserved.

CAL No 14 Pty Ltd, trading as Tandara Motor Inn, and publican Michael Kirkpatrick were both found to have owed a duty of care to patron Shane Scott, who died after crashing his motorbike while driving home from the hotel.

Scott had been drinking at the hotel, near Orford, for several hours on a night in January 2002. Kirkpatrick had put Scott's motorbike in a hotel storeroom at the request of one of Scott's friends. Scott gave Kirkpatrick the keys, which were put in a jar behind the bar.

The arrangement was to have been that Kirkpatrick would phone Scott's wife to come and pick him up when he was ready to leave.

However, the court was told Scott left

the hotel after becoming aggressive and asked for his bike back. Other patrons said Scott did not appear drunk but had consumed seven or eight cans of whisky and cola. He crashed into a bridge before he reached his home. He had a blood alcohol level of .253%.

His widow, Sandra Scott, brought an action for damages. The Tasmanian Motor Accidents Insurance Board brought a separate action to recover payments it had made to Mrs Scott.

Initially both actions were dismissed on the basis neither the hotel nor the publican owed a duty of care to prevent harm caused by Scott's voluntary intoxication.

The finding was reversed on appeal. One judge in the majority verdict found Kirkpatrick had taken on a role beyond the normal relationship of a publican serving alcohol to a patron. By failing to do anything he reasonably could to prevent Scott riding the motorcycle home, Kirkpatrick had breached his duty of care.

Justice Shan Tennant agreed, saying Kirkpatrick, once he had taken

possession of the bike, owed a duty not to return it to Scott and thus allow him to drive while drunk. She found Kirkpatrick had made a conscious decision, knowing Scott was inebriated, to hand over the bike and the keys even though he could have taken some action to stop Scott from driving.

Jeremy Ruskin, counsel for Tandara Motor Inn and Kirkpatrick, told the High Court during the leave application that while Scott may not have overtly threatened Kirkpatrick, he had used very aggressive language when asking for his motorbike back. "There has been an imposition of a duty of care to protect a patron from self-harm from intoxication which was a voluntary and deliberate act," he said.

David McKenna, president of the Australian Insurance Law Association, in a commentary on the case presented at the AILA national conference, said he considered the decision was likely to be overturned. "There is a reasonable prospect the High Court will find the hotel and the licensee did not owe a duty not to return the bike and to keep Scott at the hotel until his wife arrived to collect him," he said.

GB Staff Snapshots

GB would like to introduce key staff to you in *The GB Advantage*. In this issue, we feature three staff from our newly formed Comcover Member Services team in Melbourne



Liability Claims
Manager
Russell Williams

Russell Williams believes working for insurers and clients during his insurance career has enabled him to gain an understanding and appreciation of the needs of stakeholders at both ends of the claims spectrum. Russell joined GB in 2004 and has been heavily involved in the administration of major loss claims being managed by the HIH Support Scheme and the day-to-day management of a team of specialist claims consultants. With more than 30 years' experience in the insurance industry, Russell brings an enormous amount of expertise to his current role within the GB Comcover Member Services team.



Senior Liability
Consultant
Anna Stanley

Anna Stanley is instrumental in developing a strong culture of working together to achieve common goals within the Melbourne team. Anna is admitted to practice as a barrister and solicitor of the Supreme Court of Victoria. Joining GB in 2004 as a Senior Professional Indemnity Claims Consultant, she managed claims under the Australian Government's HIH Claims Support Scheme, where her knowledge of the legal system was an invaluable resource. Anna has joined GB's new Comcover Member Services team, handling high-end liability claims.



Senior Liability
Claims Consultant
Andrew Waddell

Andrew Waddell's experience managing claims within both the insurer and broker environments has provided him with strong technical knowledge and the skills to provide excellent service to GB's corporate and government clients. With over 25 years experience in the insurance industry, Andrew has extensive claims experience in all classes of insurance, with an emphasis on public liability and professional indemnity claims. Joining GB in 2004 Andrew managed Professional Indemnity claims under the Australian Government's HIH Claims Support Team. Following GB's appointment as service provider to Comcover (Department of Finance) in March 2009, Andrew is once again managing complex claims across all liability classes.

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CUSTOMER FEEDBACK

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PrintPost Approval: PP431003/10072



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